ANNEXURE 4 : SERVICE DELIVERY STANDARDS

EASTERN CAPE: NDLAMBE MUNICIPALITY (EC105) - Schedule of Service Delivery Standards Table 2017/2018	
Description Searchard	2017/2018
Sán:clarel	Service Level
Solid Weste Renoval	-
Pramine based removal (Residential Frequency)	Once a week
Premise based removal (Business Frequency)	Twize a week
Bulk Romoval (Frequency)	Unce a week
Removel Bags provided(Yea/No)	No
ভিনার্ত্রনা বেনিক্ক removal (notuded (Yes/No)	Yes
Street Cleaning Frequency in CSD	Daily
Street Creating Prequency in arrest excluding CBD	Werkly
How adon are public areas cleaned after events (24hours/48hours/fanger)	24 hrs
Clearing of Blagal dumping (24houra/bahoura/banger)	Longer
R.c.y.:ling or environmentally friendly practices(Yes/No) Licerced landfill alts(Yes/No)	Year
Property many testability details ( Addition)	100
Water Service	
Water Ctality rating (Blue/Green/Brown/N0 drop)	Blue Crop
is free water available to all? (All/only to the Indigent consumers)	Only indigents
Frequency of meter needing? (per month, per year)	Monthly
Are estimated consumption uniquished on actual consumption over (two month's/finese month's/longer period)	Averages based on past 6 months
On average for how long does the municipality use satimates before reverting back to satual readings? (months)	Everage only if eccess to treder is restricted
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub-questions)	
One service connection affected (number of hours)	( 25mm HDPE) 45 minutes
Up to 5 service connection affected (number of hours)	(S0mm PVC) at least 2 hours
Up to 20 service connection effected (number of hours)	(75mm pvc) 2 and half up to 2 hours
Feeder pipe larger than 800mm (number of hours)	(350mm) on the P.'C pipe it takes atleaut 8 hours
What is the average minimum water flow in your municipality?	Recidential 2 Pers
Do you prectice any environmental or spance resource protection activities as part of your operations? (Yes/No)	Ma
How long does it take to replace faulty water maters? (days)	Bulk meter: 10 days Ranidential 4 days
Do you have a cathodic protection system in place that in operational at this stage? (YealNo)	No
Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripgle sontrol system?	1 MEGA WATT
What is the frequency of meters being read? (per month, per year) Are estimated consumption salculated at consumption over (two month infilme month isfonger period)	Monthly
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Averages based on past 6 months
Duration before availability of electricity is restored in cases of breekages (immediately/one days/so days/songer)	Asprago only if access to maint is restricted immediately
Are accounts normally calculated on actuel readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Na
How long does it take to replace faulty meters? (days)	2 hrs
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
tow affective is the action plan in curbing line losses? (Good/Bad)	Finance inceded urgenity
And an an altern the most of the special and an additional to a second control of the second that the second t	as-
tow soon does the municipality provide a quotation to a quetomer upon a written request? (days)	6 hrs
tow soon doe: the municipality provide a quotation to a customer upon a written request? (days) fow long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	7 Days
low long does the municipality takes to provide electricity assvice where extelling infrastructure can be used? (working days)	7 Days
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How long does it take for an Taxinytokes to be paid from the date it has been received? le there advance planning from SCM unit linking all departmental plane quaterly and arrusaly including for the next two to three years procurement plane? the little from white exceptional by Bourse. Balandy (Name than primar again ction time on enquiries and requeste? Time to respond to a verbel outstomer enquiry or request? (working days) Time to respond to a written sustamer enquiry or request? (working days) Time to resolve a oustomer enquiry or request? (working days) What percentage of case are not enswered? (5%,10% or more) How long does it take to respond to volce maile? (hours) Dose the municipality have control over looked enquiries? (Ye :/No) is there a reduction in the number of complaints or not? (Yes/No.) Howsing does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer) How stany times does SCM Linit, CFC's Linit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings? 1 sing **4CM** Chicomatum Community safety and licensing services How long does it take to register a vehicle? (minutes) Howrising does it take to renew a vahicle license? (minutes) Mi emerita Howleng does it take to leave a duplicate registration partificate vehicle? (minutes) Minte. How long does it take to de-register a vehicle? (minutes) Marin. How long does it take to ransw a drivers itomas? (minutes) ST-MINIO What is the average reaction time of the fire service to an incident? (minutes) 30 ilia What is the evenage reaction time of the ambulance service to an incident in the urban area? (minutes) Smir What is the everage residen time of the ambulance service to an incident in the niral area? (minutes) 4 How many economic development projects does the municipality drive? How many accounts development programme are deemed to be established; it creating an enabling environment to unlock key economic gliquets What percentage of the projects have greated sustainable job security? Does the municipality have any incentive place in place to create an conductive environment for economic development? (Yee/No) Other Service delivery and communication is a information package handed to the new customer? (Yes/No.)

Oose the municipality have fraining or information seasions to inform the community? (Yes/No)

Are customers treated in a professional and humanly manner? (Yes/No)